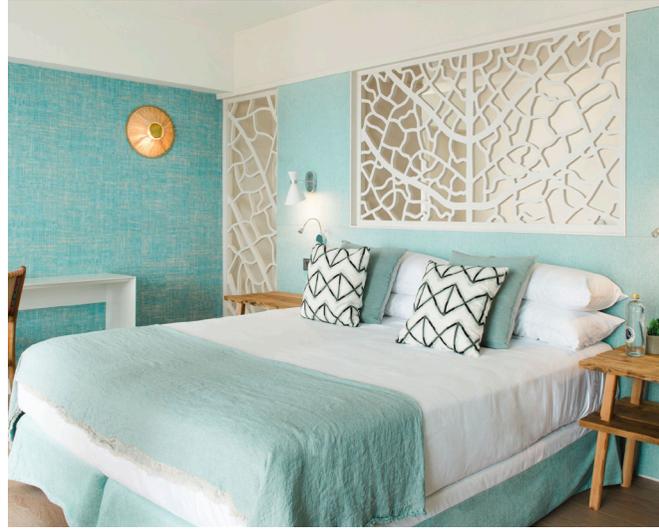




**SAFE STAY
STAY SAFE**



New welfare and safety protocol

At Gallery Hoteles, the welfare and safety of our clients continues to be our biggest priority. That is why we have created a **Contingency Plan** and a **Safety Committee** to focus on minimising the risks and maximising the assistance offered to our clients, suppliers and staff.

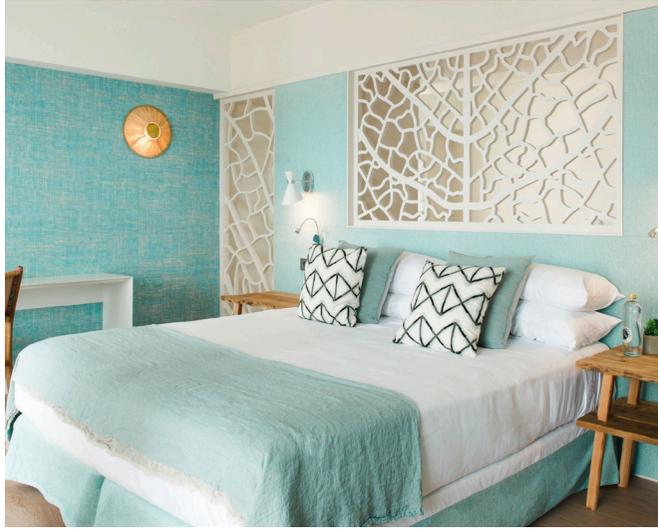
We have stepped up the intensity and frequency of the cleaning and disinfection protocols in the hotel rooms and communal and staff areas, as well as established health checks for our employees and in the spaces of our hotels to ensure the safety of our clients at all times.

We are committed to modifying the action plan depending on how circumstances evolve, aiming for complete effectiveness and safety.



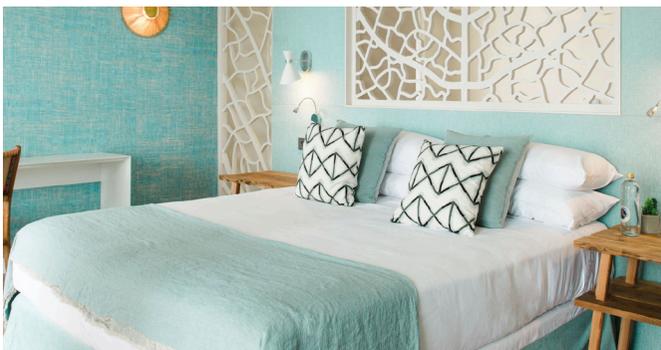
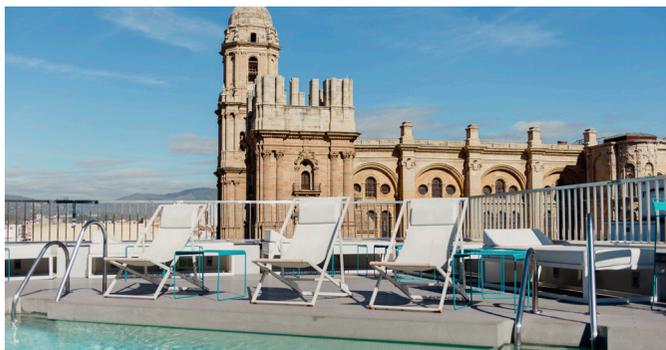
Acknowledgments

We would like to express our full support to all those affected by COVID-19 and their families and show our gratitude for the extraordinary work of medical teams, as well as civil society in general. A special mention and thanks must be given to all of the staff at Gallery Hoteles for their collaboration, understanding and efforts which have in many cases been over and above professional expectations, demonstrating once again their worth as a team and as people.



Contingency plan

At Gallery Hoteles we follow very strict cleaning and hygiene protocols, which have been stepped up in line with the recommendations from the health authorities and the World Health Organisation. We have also reviewed our processes, increasing the frequency and disinfection measures to cope with the new prevailing health and safety circumstances.



Communal Areas



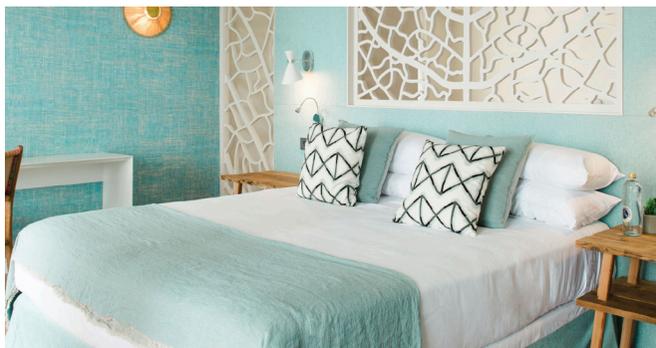
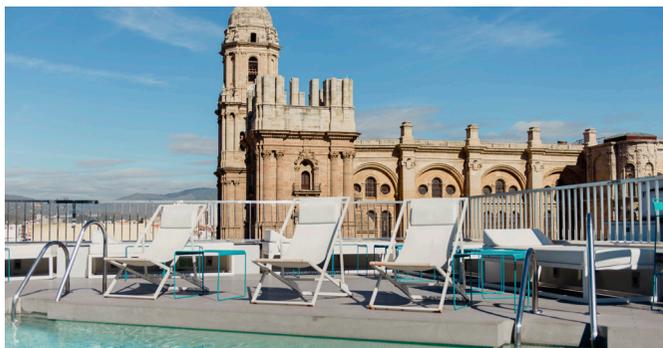
CLEANING, DISINFECTION AND HYGIENE MEASURES

- Increased frequency of cleaning and ventilation.
- Alcohol gel dispensers in all areas of the hotel.
- Recommended physical safety distance marked out.



LIMITS ON CAPACITY ACCORDING TO THE REGULATIONS PREVAILING DURING EACH STAGE

- Rearrangement of furniture to ensure recommended physical distancing.
- Maximum recommended lift occupancy is 1 person, unless they are from the same household. Stairs recommended.
- Access to gym and spa is subject to availability and must be reserved in advance.



Reception



CONTINUOUS DISINFECTION

- Continuous disinfection of items, devices, surfaces and furniture that comes into contact with clients.
- Disinfection of room keys.



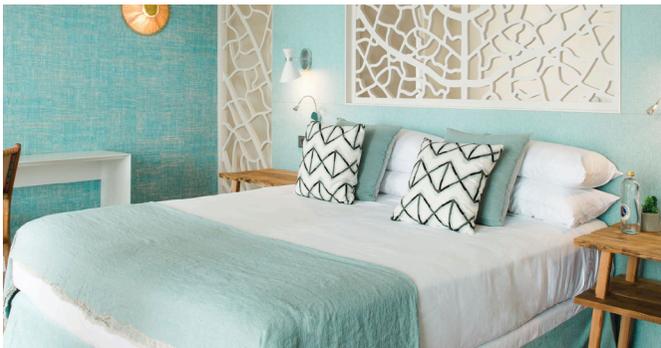
IMPLEMENTATION OF NEW SAFETY AND PHYSICAL DISTANCING ELEMENTS

- Signs to promote the safety distance between clients and reception staff.
- Credit or contactless card payment systems given priority.



APPLIED INFORMATION MEASURES

- Clients are informed of service conditions and prevention measures established and asked to sign in acceptance.
- Information posters with health and hygiene measures.
- Online information regarding hotel services and timetables.
- Information service regarding nearest hospital centres, should the need arise.
- Customers with contracted restaurant services must show COVID passport, antigen test (48h) or PCR (72h) approved.

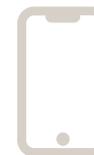


Rooms



STEPPED UP CLEANING PROTOCOL

- Stepped up cleaning protocol establishing specific controls for supervision and verification.
- Increase in the ventilation time during the room cleaning process.
- Disinfection of all items in the room and bathroom with approved highly-disinfectant products with the maximum health guarantees. Special attention to items which are frequently handled.
- Use of certified launderettes to wash bedclothes and towels.



**COMMUNICATION WITH
CLIENTS MADE ONLINE**



Restaurant



CONTINUOUS CLEANING

- Continuous cleaning and frequent ventilation of the spaces.
- Single-use tablecloths for each client.



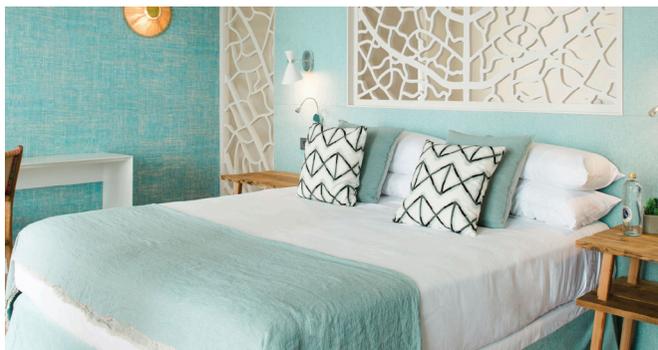
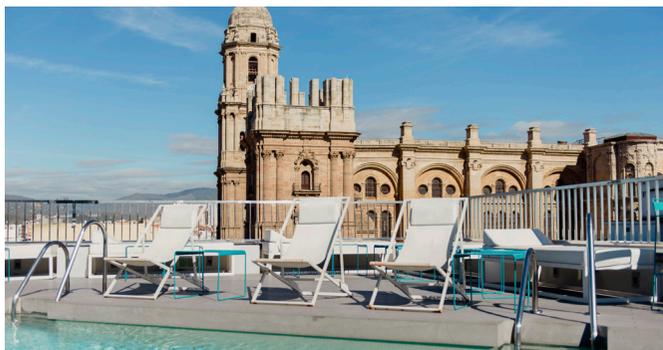
ADAPTATION OF CUISINE ON OFFER BASED ON CURRENT REGULATIONS

- Option of hot dishes and continental breakfast delivered to the table.
- Replacement of some communal use products with single servings.



LIMITS ON CAPACITY

- Capacity subject to health recommendations for each stage and region with the stipulated distances between tables.



Team



PREVENTION

- Staff provided with approved personal protection equipment (PPE).



TRAINING

- Specific training on hygiene and safety regarding COVID-19.
- The corporate Quality team supports the hotels with the most effective and advanced hygiene and safety measures in line with the guidelines provided by health experts and competent bodies.



OFFICES

- Same hygiene and safety measures as in the rest of the hotel.
- Tables separated according to distancing measures.



Recommendations



Handwashing is one of the most effective measures for preventing the spread of germs and avoiding COVID-19 infections.



Use of masks in the communal areas of the hotel is mandatory.



Cover mouth when coughing or sneeze into elbows or disposable tissues.



Respect the physical distancing measures followed by the hotel.



Information posters in different points of the hotel on prevention measures.

GALLERY  HOTELES

